

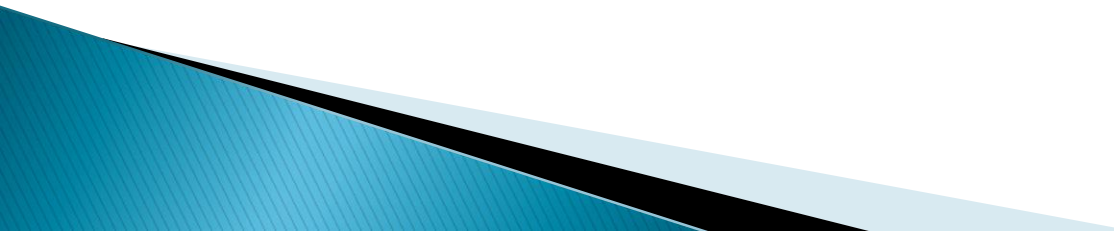
# MDHS



MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

**Vendor Information Session**  
July 9, 2014

# Agenda

- ▶ Welcome/Remarks from the Executive Director – Richard Berry
  - ▶ Child Support Overview – Cathy Sykes
  - ▶ Technology Overview – Beverly Williams
  - ▶ Future Direction – John Davis
- 

# Welcome to the MDHS Child Support Vendor Information Session

Richard Berry  
Executive Director,  
Mississippi Department of Human Services

# MDHS Mission, Vision & Core Values

## ▶ Mission

- To provide services for people in need by optimizing all available resources to sustain the family unit and encourage traditional family values thereby promoting self-sufficiency and personal responsibility for all Mississippians

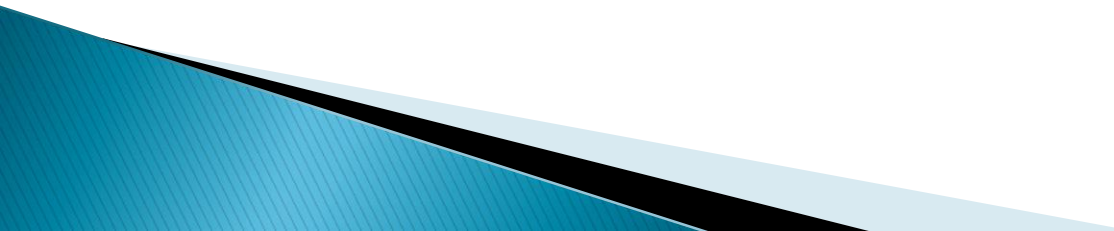
## ▶ Vision Statement

- The Mississippi Department of Human Services is a respected partner in a healthy safe, interconnected community where the basic needs of all are met in an environment of independence and dignity that affords opportunities for a better quality of life while promoting responsibility and accountability in an atmosphere of respect.

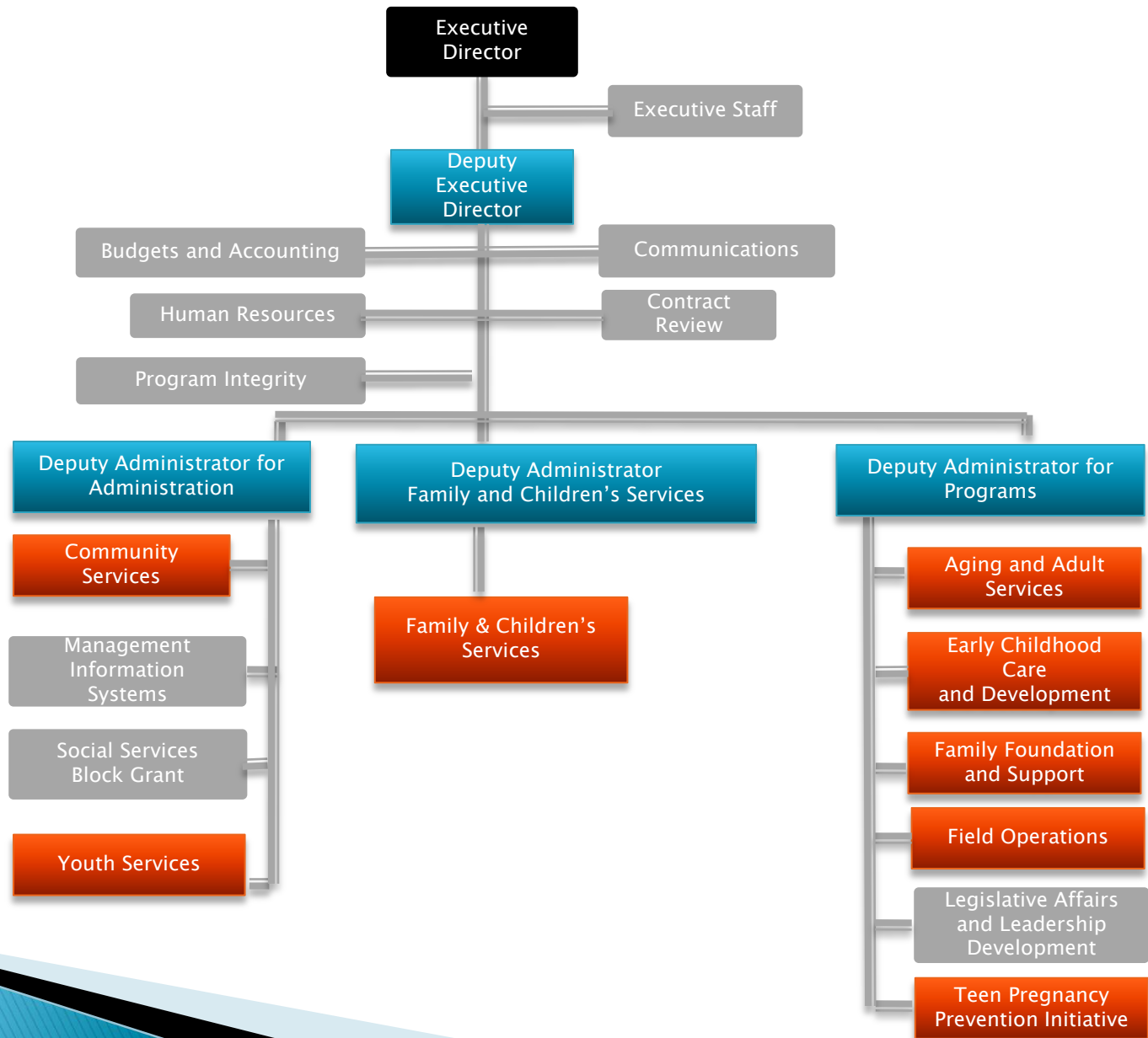
## ▶ Core Values

- Integrity
  - Self-Development
  - Outstanding Program Delivery
  - Excellent Customer Service
- 


# MDHS Program Highlights

- ▶ Aging and Adult Services
  - ▶ Community Services
  - ▶ Early Childhood Care and Development
  - ▶ Family and Children's Services
  - ▶ Family Foundation and Support
  - ▶ Field Operations
  - ▶ Youth Services
- 

# MDHS Organization Chart



# Child Support and its Importance to Mississippi Families

- ▶ The Social Security Act of 1935 established Title IVA – AFDC (Aid to Families of Dependent Children Program (now TANF).
  - ▶ The Social Security Act was amended in 1975 to include Title IVD – Child Support. This was due to the rising cost of the AFDC program. This law required that all states make special provisions to identify, locate and obtain support from parents of children for whom assistance is being paid due to desertion and/or nonsupport of the parent or parents
  - ▶ This support is critical to the health and well-being of Mississippi children and families
- 



# MDHS Child Support Operations


Cathy Sykes  
Director Field Operations



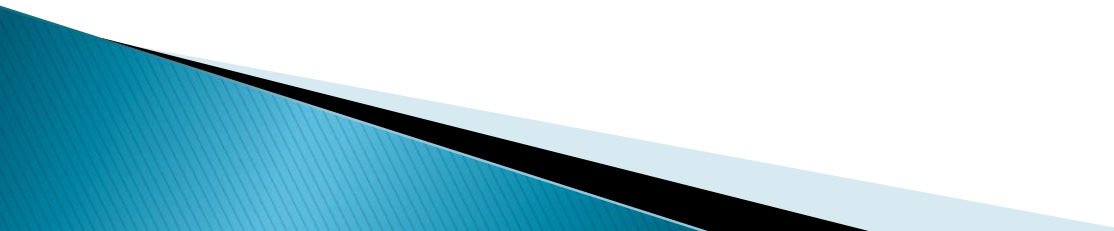
# The Life Cycle of an Ideal Child Support Case



# Child Support Process

- ▶ Receive referral or application from custodial parent
  - ▶ Locate noncustodial parents
  - ▶ Establish paternity for children
  - ▶ Establish and enforce child support obligations and medical support
  - ▶ Collect and distribute support payments, including support of private and divorce orders through DHS
  - ▶ Periodic review of existing child support orders
  - ▶ Modification of existing orders as appropriate after review
- 

# Child Support Legal Process

- ▶ Determine whether MS has jurisdiction
  - ▶ If MS has jurisdiction, verify address and wage data for NCP
  - ▶ File Summons, Complaint, appear in court, prepare Order, file Judgment
  - ▶ Register UIFSA cases if the noncustodial parent is in another state
- 

# Key Players in Supporting the Child Support Process

## Centralized

Call Center

DNA Testing

CRDU

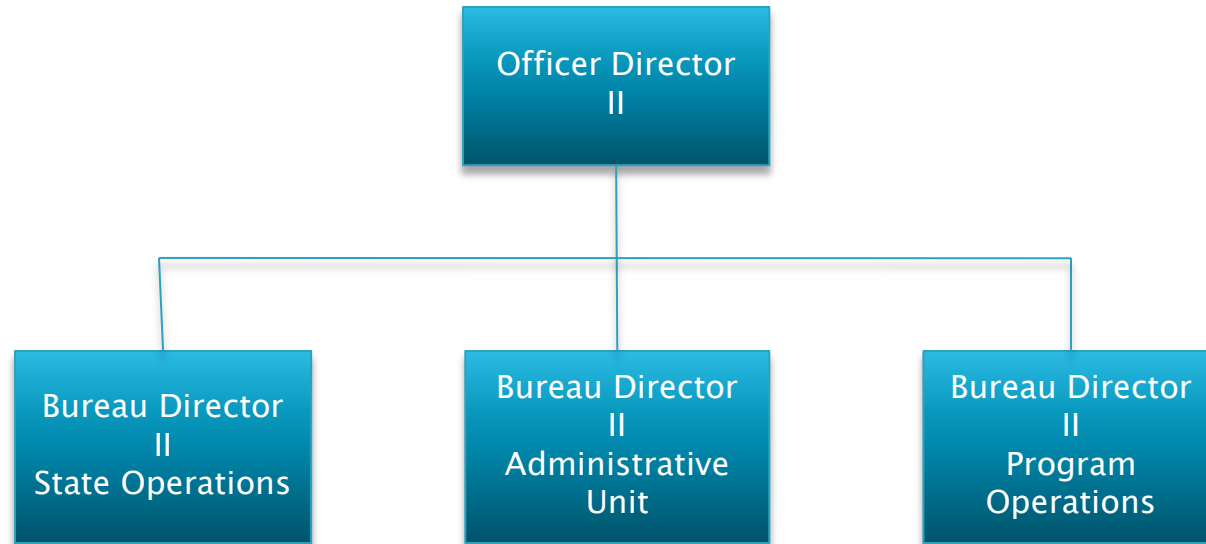
## County/Region

Child Support  
Enforcement  
Officer (CSEO)

Attorney

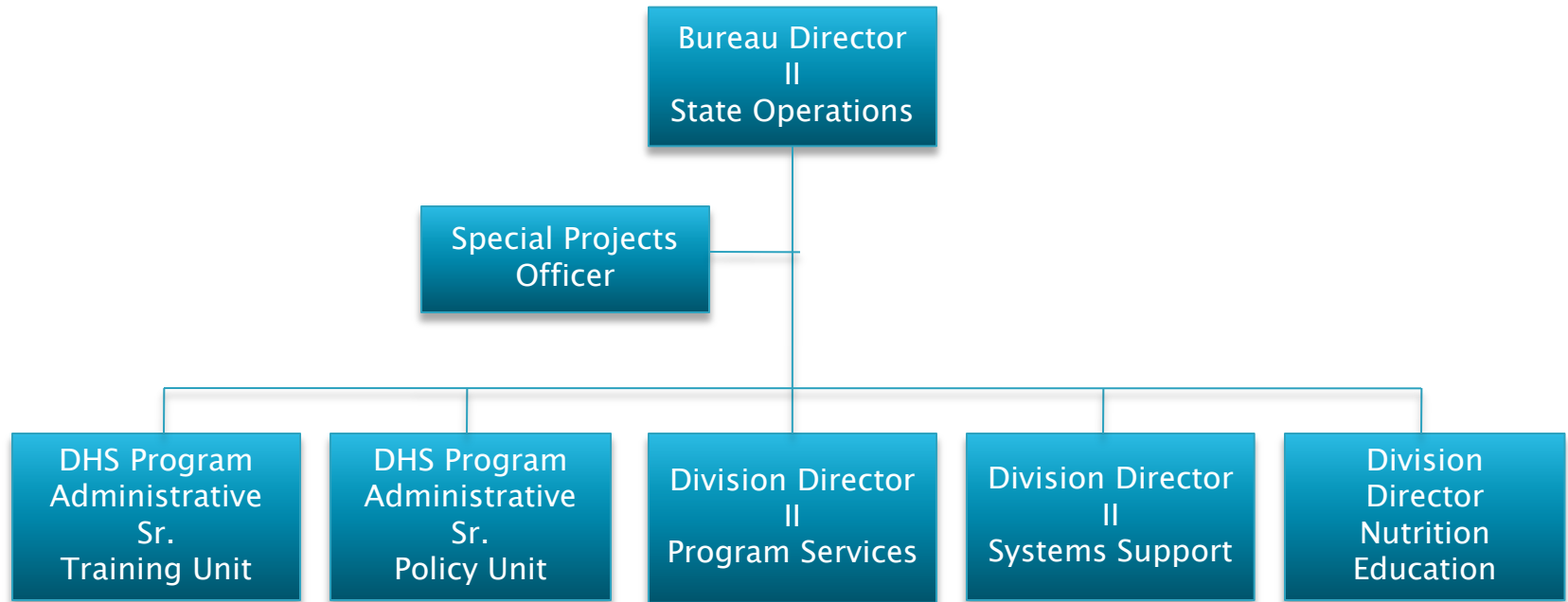
# Division of Field Operations

## – Administrative Staff



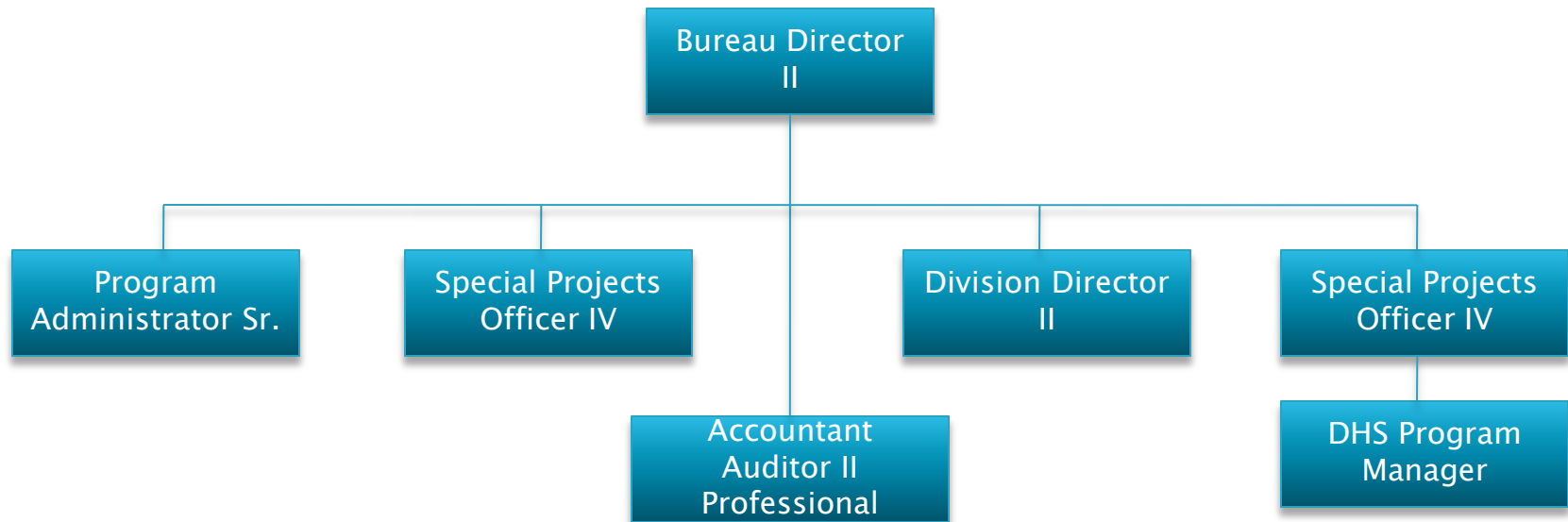
# Division of Field Operations

## – State Operations



# Division of Field Operations

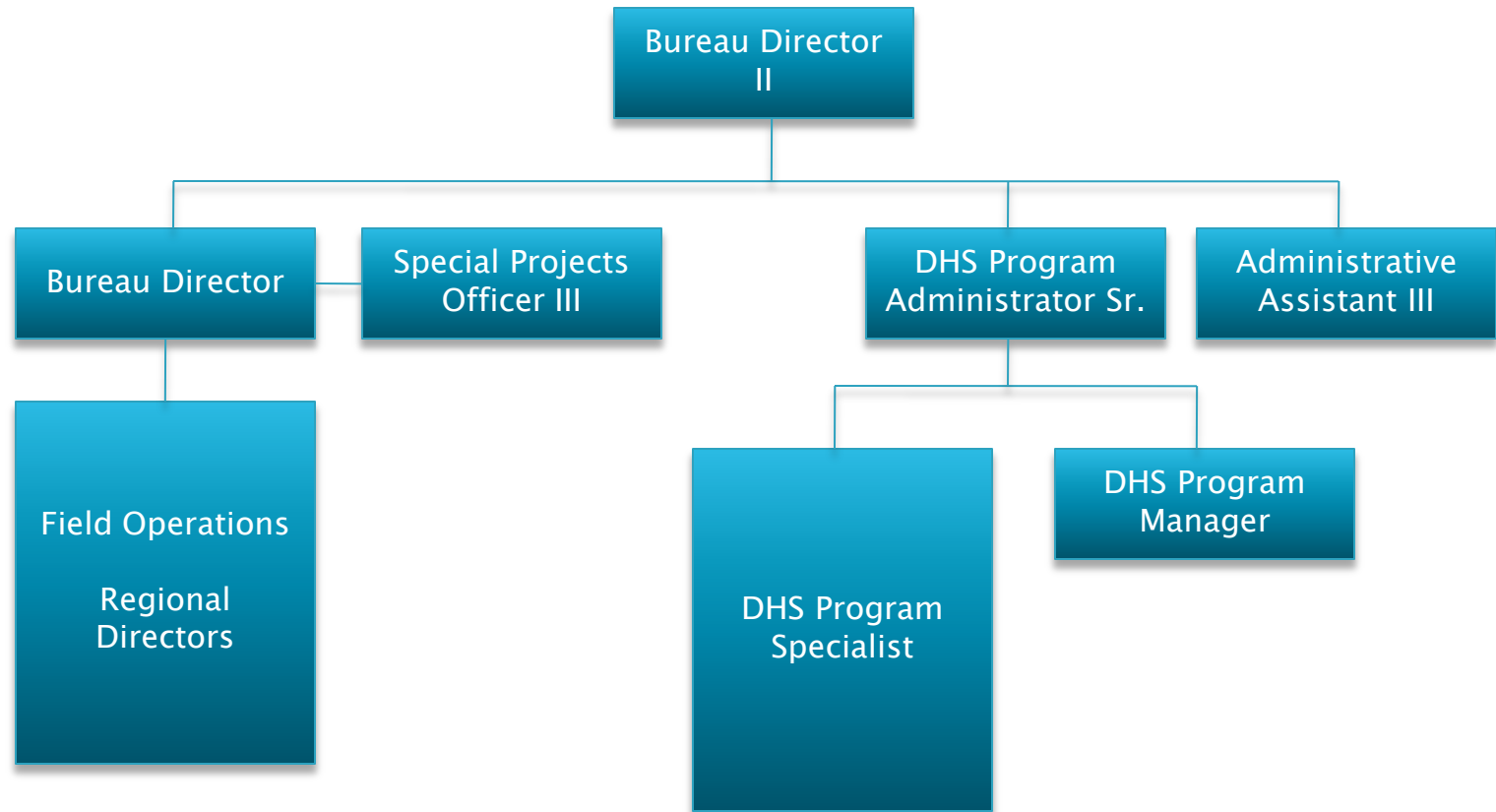
## – Administrative Unit



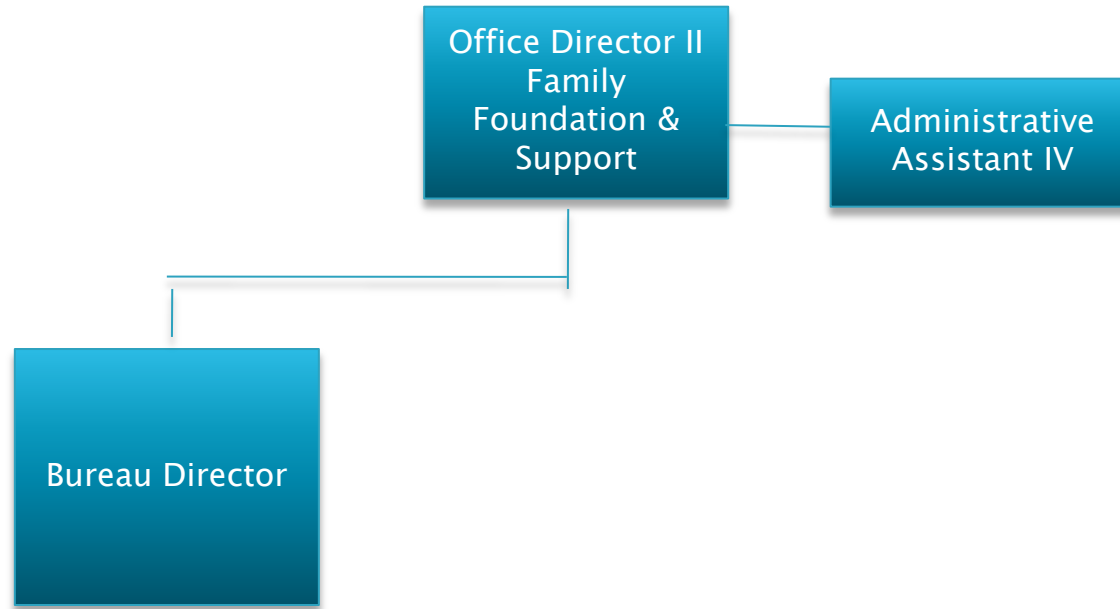


# Division of Field Operations

## – Program Operations



# Division of Family Foundation and Support



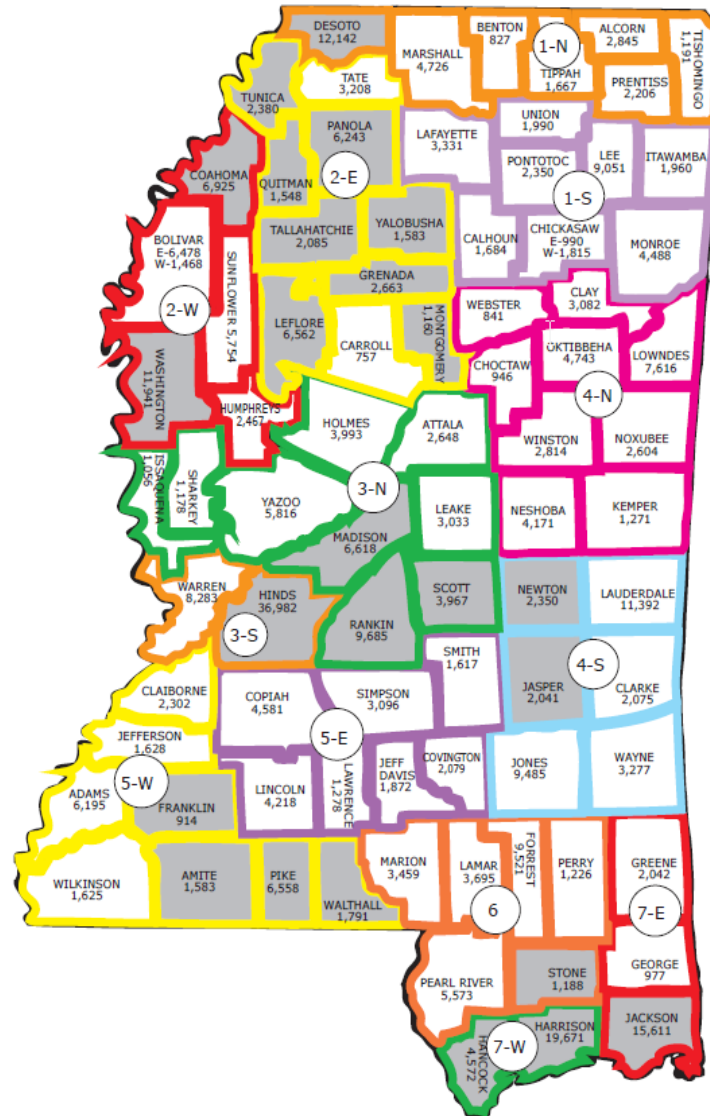
# Child Support Employee Counts

Location	Legal Staff	CSEO/Other
State Office	11	29
Regions/Counties	51	349
Total	62	378

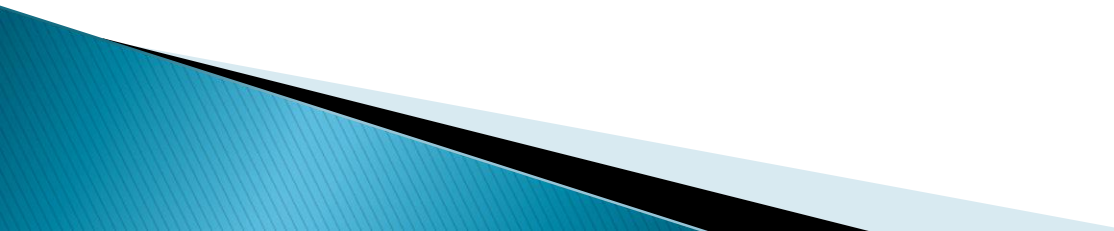
# Responsibilities of the CSEO

- ▶ Complete case resolutions
- ▶ Review initial TANF, IV-D Foster Care, Medicaid-only, and SNAP child referrals
- ▶ Accept applications for child support services from non-TANF applicants
- ▶ Determine noncustodial parent's legal obligation to support
- ▶ Make appointments and interview applications
- ▶ Document official child support record using METSS system
- ▶ Complete paternity establishment process
- ▶ Route information to Child Support Attorney as required by policy
- ▶ Notify the Eligibility Worker when the TANF, SNAP or Medicaid recipient refuses to cooperate

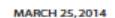
# Case volume – by county



# Call volume

- ▶ 4,222,279 incoming calls per year
  - ▶ 2,793,425 calls handled by existing IVR (66% of the incoming calls)
  - ▶ 1,428,854 calls answered
  - ▶ 370,920 Child Support cases are handled annually which means MDHS receives 11 calls per case per year
- 

Courts  
allow a  
certain  
number of  
cases to be  
heard each  
month





# Paternity Establishment Percent

Year	Paternity Establishment Percent (PEP)
2009	90%
2010	91%
2011	90%
2012	92%
2013	94%


# Cases With Orders

Year	Cases With Orders (CWO)
2009	56%
2010	57%
2011	58%
2012	62%
2013	61%

# Collections History

Year	Child Support Collections
2004	\$206,596,005
2005	\$218,293,613
2006	\$230,206,702
2007	\$242,768.697
2008	\$264,727,367
2009	\$286,696,080
2010	\$291,569,900
2011	\$314,027,548
2012	\$332,298,513
2013	\$332,931,084

# Federal Data Reliability Audit for FY 2012 – concerns

- ▶ Accuracy of cases open at the end of the current federal fiscal year who were born out-of-wedlock – actual efficiency rate between 84 and 94 percent
  - ▶ Cases open during or at the end of the fiscal year with paternity established or acknowledged – actual efficiency rate between 84 and 95 percent
  - ▶ Total amount of current support due for the fiscal year – met the 95 percent standard
  - ▶ Cases with arrears due during the fiscal year – met the 95 percent standard
- 

# Field Operations Budget – Labor Costs

Category		Payroll Costs
Labor and Benefits – Legal Staff		\$2.8 million
Labor and Benefits – CSEO/Non-Legal		\$10.5 million

**BREAK**

# Technology Overview

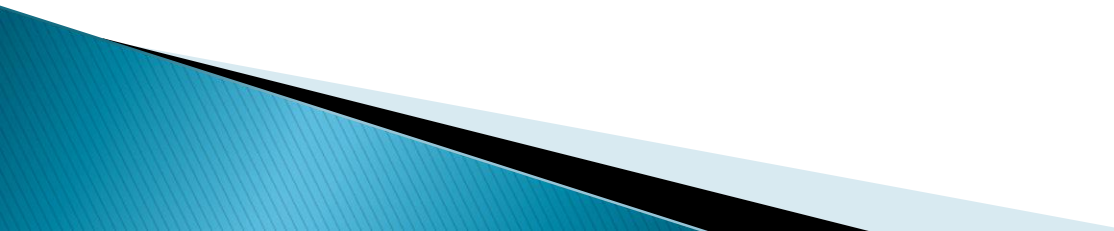
Beverly Williams  
System Manager



# METSS Overview

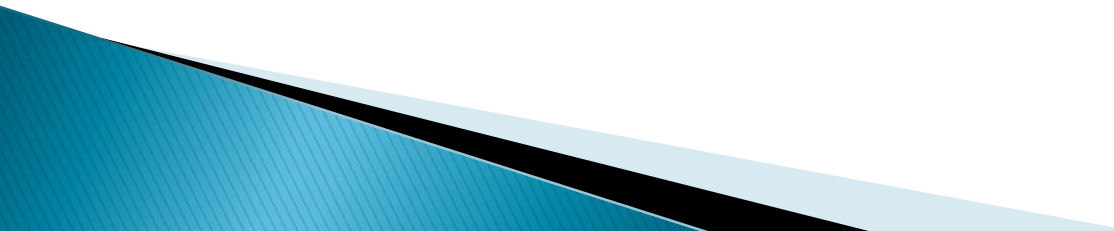
- ▶ Mississippi Enforcement and Tracking of Support System (METSS) supports MDHS Child Support Operations including:
  - Automated accounting and monitoring of all factors of child support services including case initiation, case management, financial management, enforcement, reporting, security and privacy
  - Processing of collections from numerous sources
  - Prompt distribution of collections via various methods
  - Periodic review of court orders
  - Immediate wage withholding
  - Accurate data collection and reporting
  - Effective interfacing/integration with numerous internal and external entities
  - Approximately 1,135 Users

# METSS Architecture

- ▶ IBM Z9 2096-S02 Mainframe System with Z/OS Operating System (Version 01.11)
  - ▶ ADABAS (Version 7.4.4)
  - ▶ Programming in Natural (4.2.2)
  - ▶ Rolled out in 1995
  - ▶ Online Presentation via CICS TS3.1 – “Green Screens”
  - ▶ Batch Processing via JCL
  - ▶ Weak presentation layer due to its age
- 

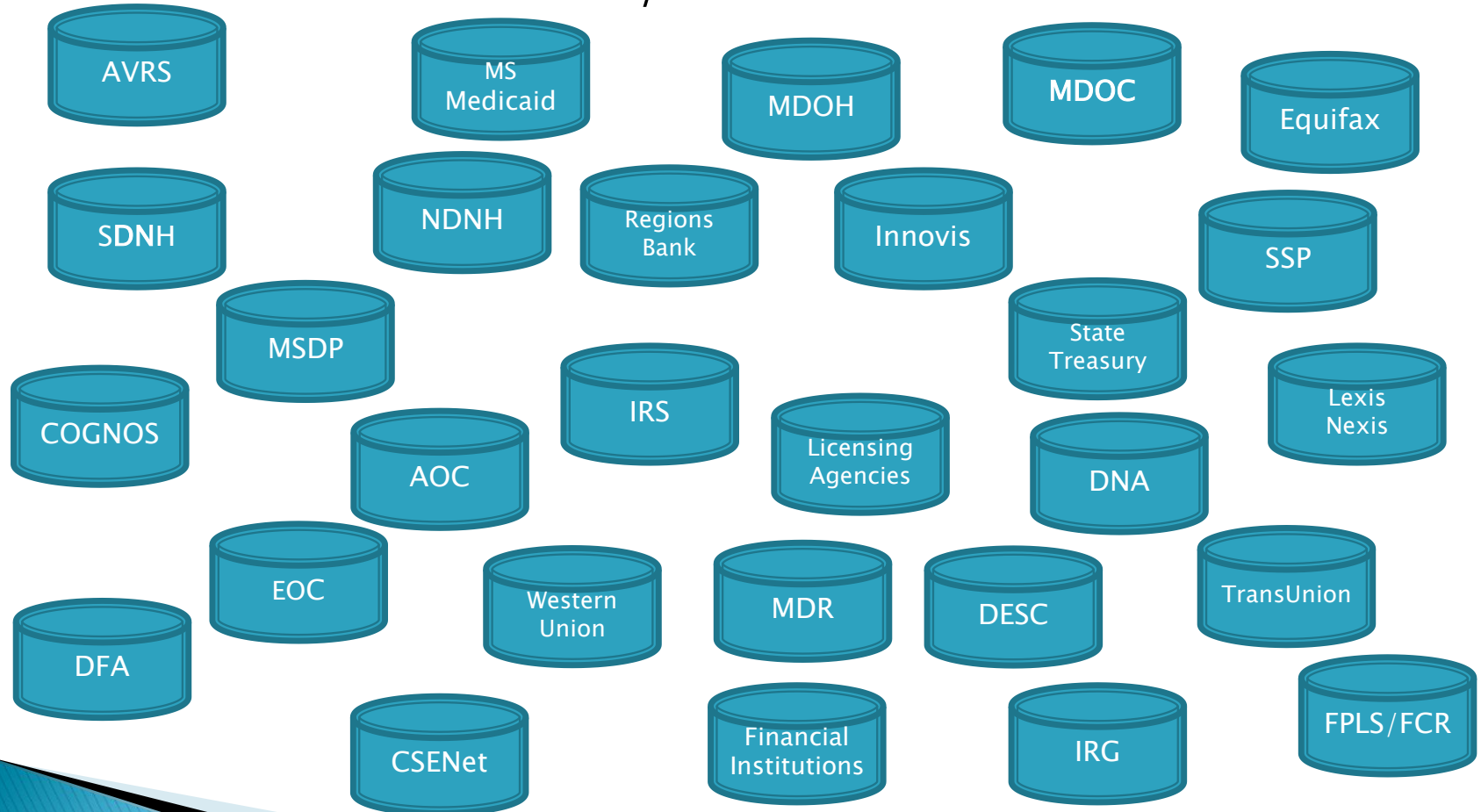
# Interfacing systems & data sources

## ► Internal interfaces/data sources

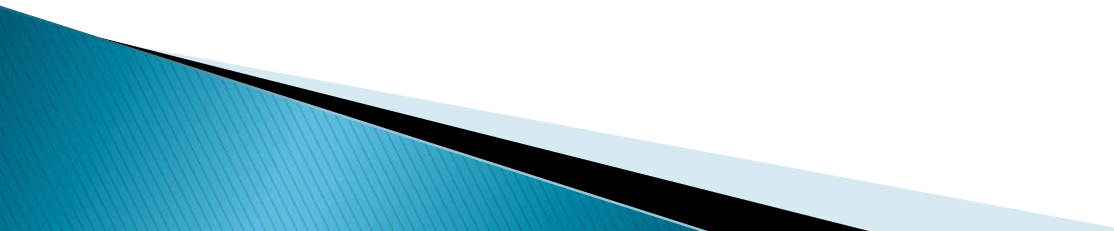
- MAVERICS – TANF & SNAPP Statewide System
  - MACWIS – Foster Care & Adoption Statewide System
  - JAWS – Jobs/Workforce Training Statewide System
  - MCTS – Master Client Tracking System
  - OCY – Office of Children & Youth
  - PayConnect – Central Receipting System
  - MARS – MS Accounting Receipting System
  - Scanning System – Electronic Documents Repository
  - Bills & Notices Websystem – Online Bills and Notices
  - ERC – Electronic Reports Repository
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# Interfacing systems & data sources

## ► External interfaces/data sources

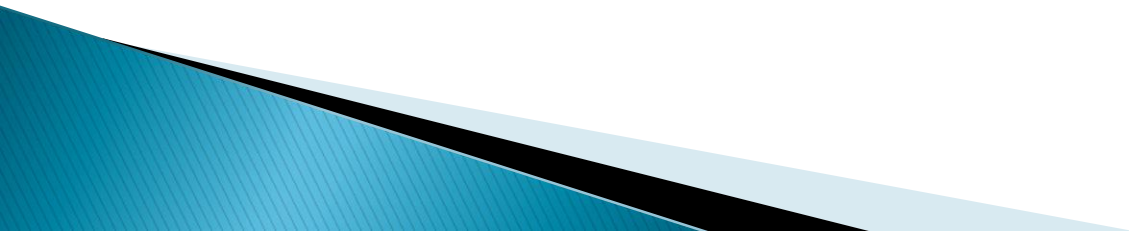


# Other systems the CSEO and Legal Staff use

- ▶ Contractor must be able to file court documents using the Mississippi Electronic Courts (MEC) System.
  - ▶ Currently MEC is up and running in 20 of Mississippi's 82 counties.
  - ▶ Statewide implementation is expected to be complete within 5 years.
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# METSS Plans for the Future

- ▶ Near term plans are to possibly re-platform the database and provide staff with new front facing dashboard
- ▶ Longer term plans to modernize the entire system



# MDHS Future Direction

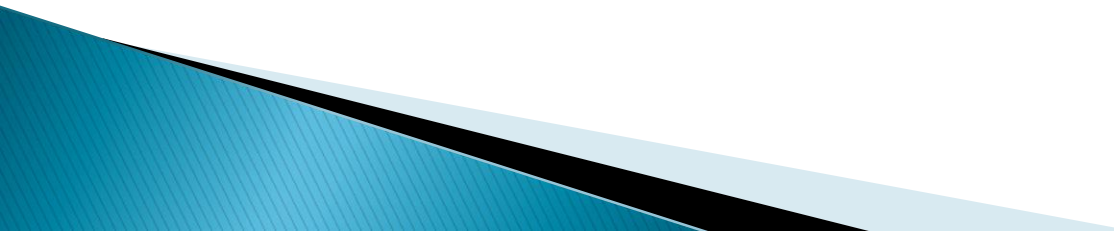
John Davis  
Deputy Administrator



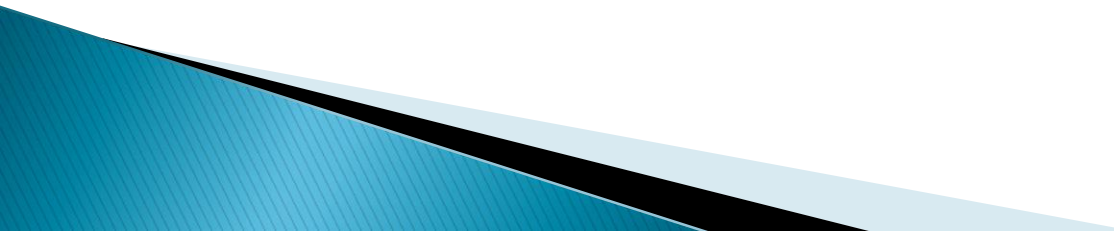
# Legislative PEER Report

- ▶ Joint Legislative Committee on Performance Evaluation and Expenditure Review (PEER), Jan 3 2013 found:

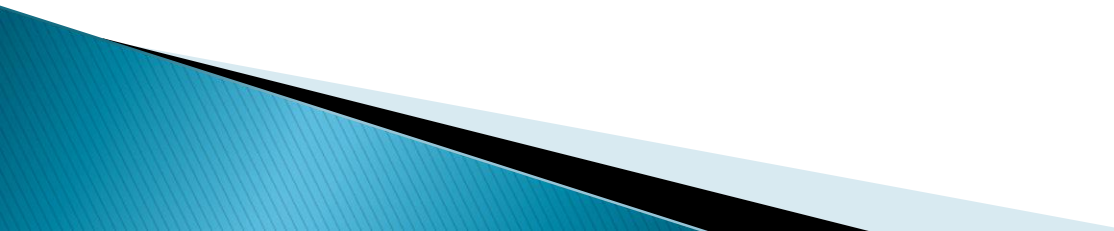
“To maximize the potential for success of its future privatization efforts, the Division of Child Support Enforcement should collect proper data for a make-versus-buy analysis, improve data collection and reporting, determine whether factors affecting enforcement efforts are external or internal, and work within legal constraints. The division should also immediately begin following best practices for privatization of child support enforcement such as those put forth by the U. S. Department of Health and Human Services, Administration for Children and Families, Office of Child Support Enforcement.”



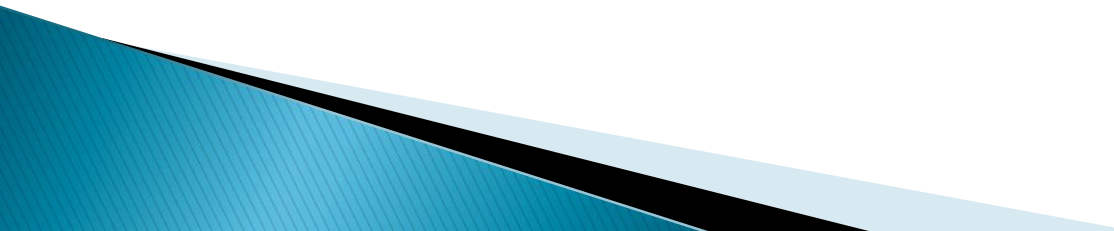
# The Stephen Group process

- ▶ MDHS has hired The Stephen Group to advise the State on how to bring greater efficiency to its child support program.
  - ▶ The scope of this work includes
    - Establishing paternity
    - Establishing support orders
    - Collections – including location of non-custodial parents
    - Disbursement Unit and Central Reporting
    - Enforcement of Support Orders
    - Call Center
    - IT
    - Maximizing IV-D funding
  - ▶ The Stephen Group report is due in October, 2014.
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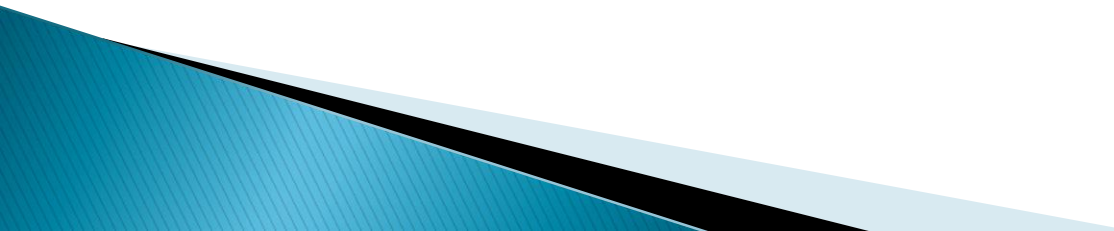
# Objectives for Vendor Relationships

- ▶ Strategic partners
  - ▶ Add value to the State in achieving better performance
  - ▶ Spend taxpayer money wisely
  - ▶ Bring innovation and continuous improvement to MDHS operations
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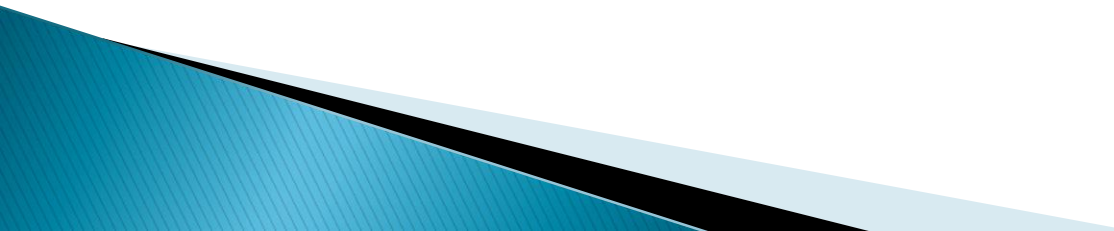
# Interest in possibly outsourcing

- ▶ CSEO functions
  - ▶ Legal functions
  - ▶ Call Center
  - ▶ Best combinations of the above
- 

# Existing contract terms

- ▶ Paternity establishment contract goes through June 2015 with four options for one-year extensions
  - ▶ CRDU contract goes through April 2017 with two options for one-year extensions
  - ▶ Call center contract eligible for one more renewal year through December 2015 and then must be rebid
- 

# Interest in other innovations

- ▶ Support for helping find the noncustodial parent
  - ▶ Support for automating the Child Support case preparation process
  - ▶ Best practices from other states
  - ▶ Ways to expedite the court processes
- 

# Sample Procurement Schedule

<u>Task</u>	<u>Date</u>
First Advertisement Date for RFP	Week 1
Second Advertisement Date for RFP	Week 2
Receive questions for Clarification	Week 3
Respond in Writing to Clarification	Week 4
Mandatory Letter of Intent	Week 4
Proposals Due	Week 8
Open Proposals	Week 8
Begin Evaluation of Proposals	Week 9
Notification to Proposer(s)	Week 9
Contract Negotiations	Week 10
Contract ARM Process	Week 11 – Week 15
Personal Service Contract Review Board Meeting Date	Week 16 – Week 21
Proposed Contract Start Date	Week 24

# Wrap-Up

- ▶ Thank you for coming